

**ABSTRAK**

**PENGARUH KUALITAS LAYANAN TERHADAP KINERJA  
KARYAWAN DENGAN KEPUASAN KERJA KARYAWAN  
SEBAGAI VARIABEL MEDIASI**

Studi pada Karyawan Sekretariat di Universitas Sanata Dharma

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Penelitian ini bertujuan untuk mengetahui: 1) pengaruh kualitas layanan terhadap kinerja karyawan, 2) pengaruh kualitas layanan terhadap kepuasan kerja karyawan, 3) pengaruh kepuasan kerja karyawan terhadap kinerja karyawan, 4) pengaruh kualitas layanan terhadap kinerja karyawan dengan kepuasan kerja karyawan sebagai variabel mediasi. Teknik pengambilan sampel menggunakan sampling jenuh. Data diperoleh dengan membagikan kuisioner kepada 41 responden. Teknik analisis data dalam penelitian ini adalah SEM-PLS dengan menggunakan perangkat lunak *SmartPLS* 4.0. Hasil penelitian ini menunjukkan bahwa: 1) kualitas layanan memengaruhi kinerja secara signifikan positif, 2) kualitas layanan tidak memengaruhi kepuasan kerja karyawan, 3) kepuasan kerja karyawan tidak memengaruhi kinerja, 4) kepuasan kerja karyawan memediasi penuh pengaruh kualitas layanan terhadap kinerja.

**Kata kunci: Kualitas Layanan, Kepuasan Kerja Karyawan, dan Kinerja.**

*ABSTRACT*

**THE INFLUENCE OF SERVICE QUALITY ON EMPLOYEE PERFORMANCE WITH EMPLOYEE JOB SATISFACTION AS AN INTERVENING VARIABLE**

A Study on Sanata Dharma University

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This study aims to find out whether service quality has a significant influence on job performance, whether service quality has a significant influence on employee job satisfaction, whether employee job satisfaction has a significant influence on job performance, and whether service quality has a significant influence on job performance with employee job satisfaction as the intervening variable. The sampling technique used in this study is saturation sampling, and data were collected by distributing questionnaires to 41 respondents. The researcher analyzed the collected data using SEM-PLS with SmartPLS 4.0. The results of this study showed that service quality had a significant influence on job performance, service quality did not have an influence on employee job satisfaction, employee job satisfaction did not have an influence on job performance, and employee job satisfaction fully mediated the influence of service quality on job performance.

**Keywords: Service Quality, Employee Performance, and Employee Job Satisfaction.**